



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Sachi A. Hamai, Executive Officer-
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

At its meeting held July 15, 2008, the Board took the following action:

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Supervisor Knabe made the following statement:

“Dialing 9-1-1 has come to universally mean, ‘Fast, life-saving help.’ But calls made using new phone technology may not get as fast or complete a response as a 9-1-1 call made over a land line. We need to know more about this problem in order to make sure we do what is necessary to protect people’s health and well-being.

“Dialing 9-1-1 over a land line is fast and effective in part because two things automatically happen: 1) the call is routed to the right 9-1-1 operator, one who is assigned to serve the jurisdiction from which the call was made; 2) the street address of the phone’s location automatically appears on the operator’s screen. This means that help can be dispatched even if the caller does not know the address; for example, when a small child makes the call.

“But, those automatic features do not necessarily function when the call is from a cell phone or through an Internet service provider. For example, a recent *Daily Breeze* article tells of a man who collapsed at a Torrance business which had signed up for internet-based phone service. Another customer used the business’ internet phone to dial 9-1-1. A land-line call would have gone straight to the local 9-1-1 operator. But his call was answered by someone in Denver who worked for the phone internet service and needed to know where he was calling from in order to transfer the call to the right 9-1-1 operator, causing a delay in response. This, of course, is only one case, but what this Board needs is a more complete picture of the situation.”

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Therefore, on motion of Supervisor Knabe, seconded by Supervisor Molina, unanimously carried (Supervisor Yaroslavsky being absent), the Chief Executive Officer and Acting Auditor-Controller, in consultation with affected Departments, and, if necessary, other jurisdictions and vitally-interested elected officials and businesses, were instructed to jointly report back to the Board within 30 days with answers to the following questions along with any other information they consider relevant to using new phone technology which may not get as fast or complete a response as a 9-1-1 call made over a land line:

1. What are the consequences of local 9-1-1 calls that are delayed or lack automatic addresses because of new phone technologies?;
2. How are these issues being addressed elsewhere?; and
3. What is being done about them in Los Angeles County?

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Chief Executive Officer
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Acting Auditor-Controller